



River Rat Resort
4326 S. State Highway 19
Trinity, Texas 75862
Office: (936) 277 - 5495
riverratresort@gmail.com

CUSTOMER AGREEMENT

Commercial Terms

A. Resort Fees:

1. Fees are due in advance prior to, or upon, arrival.
2. Reoccurring monthly fees are due prior to, or on the 1st of, each month. The first/initial monthly fee will be prorated accordingly. In the event the last/final payment is a partial month, the rate will default to weekly and/or daily rates as appropriate, or a full month rent, whichever is less.
3. A late fee of \$35.00 will be charged for rent 3 days past due.
4. A \$35 fee will be charged for all returned checks. Cash, cashier's check, or money order will be immediately required to recover the returned check, and personal checks will not be accepted for any future payments.

B. Cancellations:

1. Daily or Weekly rental reservation cancellations require a minimum 72-hour notice. Refunds will not be provided if timely notification is not provided more than 72 hours in advance of the date of the reservation.
2. Monthly rental reservation cancellations require a minimum 14-day notice. Refunds will not be provided if timely notification is not provided more than 14 days in advance of the date of the reservation.
3. Rental reservation cancellations during any nationally recognized holiday will require a minimum of 30-day advance notice. Refunds will not be provided if timely notification is not provided more than 30 days in advance of the date of the reservation.

Park Rules and Regulations

A. General:

1. Please help keep River Rat Resort beautiful. **CLEAN UP AFTER YOURSELF!**
2. Quiet hours are from 10:00 PM to 8:00 AM. If we have to call the authorities about a disturbance at your site, you may be required to leave.
3. Loud parties, excessive drinking, offensive language, or other unacceptable behavior by guests is not permitted. Illegal activities of any sort are strictly prohibited.
4. You are responsible for the conduct of your children; they must be supervised by an adult at all times.
5. Damage caused by you, your family or guests is YOUR responsibility.
6. No discharging of firearms.
7. Campfires are only allowed within **the park provided fire pits in designated areas only**. Fires must be attended by an adult at all times. Burn wood products only; do not throw trash in the fire pits.
8. BBQ grills are permissible. Please do not place BBQ grills on the picnic tables.
9. Restrooms, showers, and laundromats are accessible 24 hours a day (contact the office for access code); please help keep them neat and clean. Report any issues to management immediately.
10. Smoking is not allowed in any park buildings. Violators will be charged a \$125.00 cleaning and deodorizing fee.
11. Please do not cut down any trees, shrubs, or plants without management approval.
12. ATVs are not allowed. Golf carts are permissible with park provided permit.
13. Avoid contact with wildlife, as they may carry diseases. Do not keep food in tents.

B. Motor Vehicles:

1. The Park speed limit is 10 MPH.
2. No major vehicle repairs shall be made on these premises. Service work such as changing oil, lubing, etc. is strictly prohibited.

3. Boat and vehicle washing must be done off site. Boat motor flushing must also be done off site.
4. No junked, unusable, or unsightly vehicles will be allowed in the Park.
5. You may park in designated areas only. Please consult management regarding temporary overflow parking.
6. Parking on community roadways is not allowed.

C. Pets:

1. No aggressive breeds allowed. No exceptions.
2. No pets over 40 lbs.
3. All pets must be kept on a leash no longer than 6 feet.
4. Pets must be accompanied by an adult and kept under control at all times.
5. Pets are not allowed to be left outside unattended.
6. Shot records must be present.
7. Please pick up all pet droppings immediately and dispose of them in the provided dumpsters.

D. Campers:

1. Check in time 3:00 pm. Check out time 12:00 noon
2. RV units more than (10) ten years old are subject to inspection and must be approved by management.
3. All units must be factory manufactured. (No school bus conversions, etc.)
4. A sewer hose “donut” or “L” connector is required. All wastewater (grey and black) must be run directly into a sewer connection with a 3-inch sewer line, as draining onto the ground is illegal.
5. Your site must be kept neat and clean. No clutter, litter, trash, refrigerators, freezers, indoor furniture, weight sets, etc. are allowed outside your unit. Do not let items accumulate under or around your unit.
6. Dispose of your trash in the park provided dumpsters. Do not leave trash outside your unit overnight.
7. Clotheslines are not permitted.
8. No portable buildings, sheds, etc. are allowed.
9. Please make the proper measures to ensure water hydrates do not freeze during winter months by insulating.
10. Site lines are generally from electric meter to electric meter. Please do not encroach on your neighbor’s site.
11. Do not use a vacant site for any reason without consulting management.
12. Rugs and carpets are not allowed on the grass.
13. RV sites, Tent sites, and/or Cabins may not be assigned or sublet without management approval.
14. Generators are only allowed in the event of a power outage.

Terms & Rights Reserved

- River Rat Resort reserves the right to refuse services to anybody at any time.
- ACCORDING TO TEXAS PENAL CODE SECTION 31:04 (b), any guest who leaves without paying for Park provided services or who refuses to pay for these services when due is subject to criminal prosecution. We require full payment in advance for all services we provide, and we will prosecute any violations under the “THEFT OF SERVICES LAW”.
- Violators who do not comply with the terms in this agreement will be asked to leave the park without a refund.

By signing this agreement, you are acknowledging that you understand and agree to uphold/comply with all terms within this agreement. Any exceptions to this agreement must be made in writing, accepted, and signed by River Rat Resort Management.

Date: _____

Print Name: _____

Signature: _____